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2001
Annual Report
OWCA

OFFICE OF WORKERS' COMPENSATION ADMINISTRATION

2001

STATE OF LOUISIANA

DEPARTMENT OF LABOR



LOUISIANA WORKS

DEPARTMENT OF LABOR

M. J. “MIKE” FOSTER, JR., GOVERNOR

GAREY FORSTER, SECRETARY OF LABOR

DAN BOUDREAUX, ASSISTANT SECRETARY OF LABOR/DIRECTOR

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EXECUTIVE SUMMARY

In 2001, the OWCA made measurable progress toward encouraging employers to develop an effective workplace safety and health program, and increasing customer satisfaction through innovation and technology.

The OWCA expenditures to administer the Louisiana Workers' Compensation Act for year 2001 increased due to inadvertent overcharges for overhead Administrative Services and Technology.

The Finance and Compliance section evaluated and approved or disapproved applications for self-insured status, examined statutory compliance regarding workers' compensation coverage, and conducted audits of all injured employees. The total assessment amount decreased from \$9,000,000 in 2000 to \$8,500,000 in 2001, which represents a 6 percent reduction.

In 2001, the Hearing Section continued to effectively manage significant caseloads and assist parties in resolving their disputes. The section received 6,719 disputed claims in 2001, a decrease of 384 disputed claims from 2000. Through efforts of the section, 1,679 trials were held in 2001, compared to 1,066 in 2000, which represents a 58 percent increase. Approved were 4,997 settlements in 2001. All written decisions were completed within 30 days of trial.

The Medical Services Section continued to process disputed medical claims in less than 30 days from date of receipt in 2001. Often these claims were resolved in less than two weeks. The section also established more frequent communication with physicians and others in the medical community to improve services for injured workers in Louisiana. In 2001, the section processed claims involving over \$238,000 in medical reimbursement and \$3.7 million in special reimbursement for hospital outlier cases.

The Records Management Section responded to more than 3,774 requests from attorneys, insurance carriers and employers for workers' compensation claimant histories, keeping turnaround time for such requests to within three days. Approximately 48,302 documents were received, screened and distributed by the section. Employers and their carriers or third party administrators submitted these forms. The section also began plans to implement an electronic imaging system that will improve workflow and automated record keeping. In addition, the section still provides for the storage and retrieval of all OWCA records upon request.

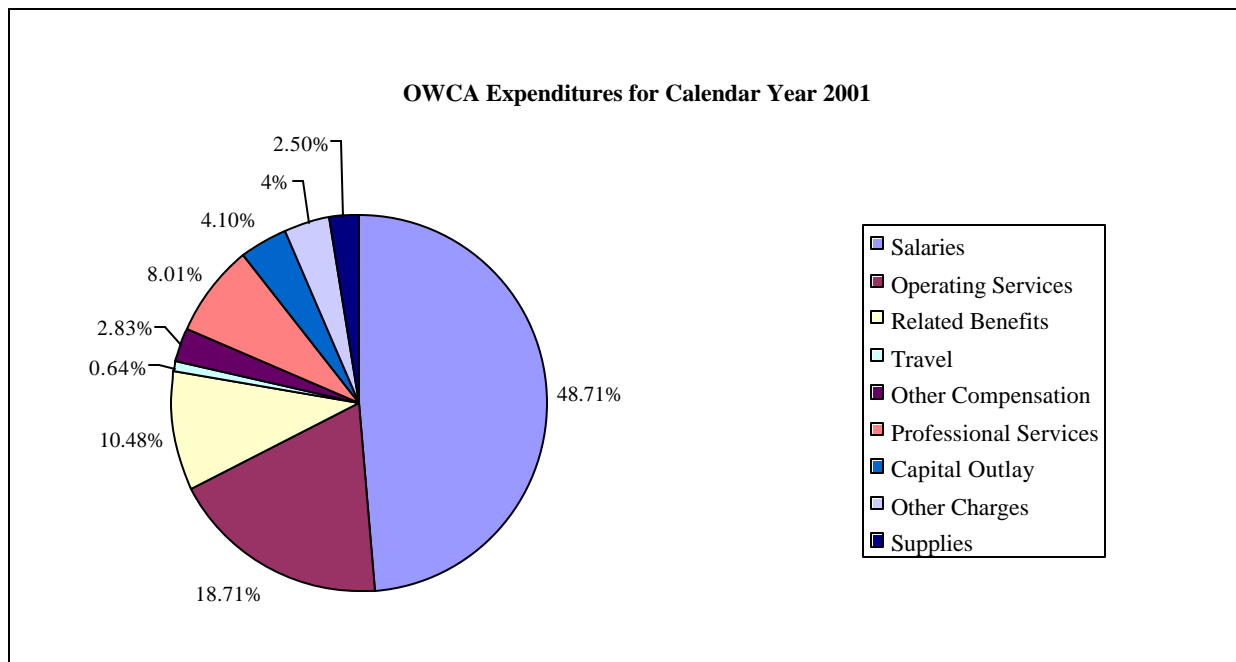
The Workplace Safety Section worked to increase its assistance to over 22,000 employers in the state with confidential workplace consultations and offered safety and program assistance to employers. The section helped 1,983 employers recognize hazards in the workplace and conducted 576 onsite visits. The section increased its assistance to employers in 2001 by 1.57 percent, by ensuring that employers were in compliance with the Ten Components of a Working and Operation Safety Plan (TCWOP) established by the OWCA. The quarterly safety report administered by the section, which identifies employers who are experiencing above-average injuries for their industry classification, received over 5,500 hits.

INTRODUCTION

The Louisiana Office of Workers' Compensation Administration (OWCA) was created in 1983 in order to administer the Louisiana Workers' Compensation Act. The office exercises its authority under Chapter 10 of Title 23 of the Louisiana Revised Statutes.

The Office of Workers' Compensation Administration Budgeted Expenditures – 2001

The OWCA is financed through an assessment on workers' compensation benefits paid by insurance carriers and self-insured employers. The assessment rate for fiscal year 2000–2001 increased due to inadvertent overcharges for overhead Administrative Services and Technology.



ADMINISTRATION

The OWCA offers numerous services to the employees and employers of Louisiana. Currently, the office's sections are Administrative, Finance and Compliance, Fraud, Hearing, Information Systems, Legal, Medical Services, Records Management, Second Injury Board, and Workplace Safety and Consultation.

ADMINISTRATIVE SECTION

Dan Boudreaux, Assistant Secretary/Director

The OWCA is headed by an Assistant Secretary of Labor, who is also Director of the office. The Director is appointed by and serves at the pleasure of the Governor.

The telephone number for the Administrative Section is (225) 342-7561. The FAX number is (225) 342-5665. The email address for the director is dboudreaux@ldol.state.la.us.

FINANCE AND COMPLIANCE SECTION

Wayne Knight, Manager

The section's function is to evaluate and approve or disapprove individual entities desiring to self-insure for their workers' compensation exposure and to make sure all companies that fall within the guidelines of the workers' compensation law have proper workers' compensation insurance coverage for their employees.

The telephone numbers for the Finance and Compliance Section are (800) 201-3448 or (225) 342-5658. The FAX number is (225) 342-7578. The email address for its supervisor is ppecue@ldol.state.la.us.

FRAUD CLAIMS SECTION

Sharon Theriot, Manager

The mission of the Fraud Section is to detect and deter workers' compensation fraud and to educate the public about the penalties for workers' compensation fraud.

Exposure and prosecution of fraud may initially bring more workers' compensation fraud to the attention of the OWCA and the public and should ultimately result in a reduction of fraudulent claims. In an effort to combat workers' compensation fraud, the section encourages the posting of its fraud poster throughout the state to promote the use of its nationwide toll-free fraud hotline, (800) 201-3362.

The telephone number for the Fraud Section is (225) 342-7838. The FAX number is (225) 342-1880. The email address for its manager is stheriot@ldol.state.la.us.

HEARING SECTION

Sheral Kellar, Manager

The Hearing Section hears and resolves disputed workers' compensation claims. Under the hearing system, a claim for benefits or a controversion of benefits, is made by filing a disputed claim for compensation form, commonly titled form 1008. There are currently ten district offices statewide, Alexandria, Baton Rouge, Covington, Harvey, Houma, Lafayette, Lake Charles, Monroe, New Orleans, and Shreveport.

The telephone numbers for the main office of the Hearing Section are (800) 201-2499 or (225) 342-7970. The FAX number is (225) 342-4790. The email address for its manager is skellar@ldol.state.la.us.

INFORMATION SYSTEMS SECTION

Larry White, Manager

The Information Systems Section is a support section for the OWCA. The primary function of this unit is to maintain a Wide Area PC Network with 12 locations throughout the state for email and data transmission. The network utilizes NOVELL NETWARE software and consists of 170 PCs connected to 15 file servers. It began the introduction of imaging technology throughout the OWCA in 2001.

The telephone numbers for the Information Systems Section are (800) 201-2498 or (225) 342-7574. The FAX number is (504) 342-7562. The email address for its manager is lwhite@ldol.state.la.us.

LEGAL SECTION

The Legal Section serves in an advisory capacity to the director and the office staff in legal matters falling under the jurisdiction of the OWCA. It also represents the OWCA in all matters in which the Director or the office are named. It also represents the State of Louisiana in defending constitutional challenges to the workers' compensation statutes and procedures.

The telephone numbers for the Legal Section are (800) 201-3405 or (225) 342-7557. The FAX number is (225) 342-7593.

MEDICAL SERVICES SECTION

Judy Albarado, Manager

The Medical Services Section of the OWCA was established to enforce reimbursement schedules, to audit specific medical records and to schedule independent medical examinations.

All disputes presented to the section are informally resolved by issuance of a recommendation by the Director of the OWCA. Any party disagreeing with the recommendation may initiate a dispute with the appropriate district office of the OWCA.

The telephone numbers for the Medical Services Section are (800) 201-2494 or (225) 342-7559. The FAX number is (225) 342-9836. The email address for its manager is jalbarado@ldol.state.la.us.

RECORDS MANAGEMENT SECTION

Brenda D. Williams, Manager

The Records Management Section is a support section for the OWCA. The section publishes the OWCA Annual Report, which highlights accomplishments of the OWCA in a given year and offers statistical information concerning workplace injuries and illnesses. It provides OWCA reporting forms, as well as instructions for their completion, by means of electronic filing on the LDOL website (www.LAWORKS.net). The section responds to individual research requests from internal and external customers. It also serves as a repository for all workers' compensation records and handles the microfilming of records. In addition, the section provides copies of those records that are considered public records, whether on microfilm or paper.

The telephone numbers for the Records Management Section are (800) 201-3457 or (225) 342-5662. The FAX numbers are (225) 342-7582 and (225) 342-3539. The email address is bwilliams@ldol.state.la.us.

SECOND INJURY BOARD

Joe San Marco, Manager

The Second Injury Board (SIB) administers the Second Injury Fund, an employer/insurer funded program whose purpose is to encourage the employment of physically handicapped individuals with a pre-existing permanent partial disability that is a hindrance or obstacle to obtaining employment. The SIB promotes the hiring of these individuals by protecting employers/insurers from excess liability for workers' compensation. The SIB reimburses employers/insurers for the medical and compensation costs paid to employees who have met the statutory qualification. The SIB provides an economic incentive to employers to hire or rehire individuals with pre-existing disabilities. The SIB makes online claim status available to employers and insurers. In addition, the SIB makes electronic fund transfer (EFT) options available to employers.

The telephone numbers for the Second Injury Board Section are (800) 201-2493 or (225) 342-7866. The FAX number is (225) 219-5968. The email address is jsanmarco@ldol.state.la.us.

WORKPLACE SAFETY AND CONSULTATION SECTION

Willis E. Callihan, Director

Sonny Mills, Manager

Terry Denet, Manager

The Workplace Safety and Consultation section provides voluntary and confidential workplace inspections, training and program assistance to employers in the state. The section administers the Cost Containment Program, which offers eligible employers the opportunity to lower their workers' compensation insurance premiums. The section is responsible for distribution and processing of its form to identify employers who are experiencing above-average injuries for their industry classification. The report is due one month from the quarter reported. In addition, the section provides on-site facility inspections to identify hazards and assess program elements to ensure compliance with workplace safety provisions.

The telephone numbers for the Workplace Safety and Consultation Section are (800) 201-2495 or (225) 342-9601. The FAX number is (225) 342-5158. The email address is wcallihan@ldol.state.la.us.

OWCA's SECTIONS' ACTIVITY, 1997-2001

The following tables give details of the activities of the OWCA sections for the years 1997-2001:

Section 1	Hearing Section Number of Disputed Claims Received by OWCA Districts, 1997-2001 Number of Mediations Held by OWCA Districts, 1997-2001 Number of Decisions Rendered by OWCA Districts, 1997-2001 Number of Settlements Approved by Appeals by OWCA Districts, 1997-2001 Number of Trials Held by OWCA Districts, 1997-2001 Number of Appeals Filed, 1997-2001
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Section 3	Records Management Section, 1997-2001
Section 4	Second Injury Board Section, 1997-2001
Section 5	Workers' Compensation Fraud Claims Section, 1997-2001
Section 6	Workplace Safety, 1997-2001

AN OVERVIEW OF OWCA SECTIONS' ACTIVITIES, 1997-2001

HEARING (Section # 1)														
Year	Disputed Claims Filed		Mediation Sessions Held		Claims Resolved at Mediation or Prior		Trials Held		Formal Decisions		Appeals Filed		Settlements Approved	
1997	6,339		4,913		1,784		1,276		1,238		399		2,020	
1998	6,340		4,710		1,671		1,362		932		436		4,518	
1999	7,097		5,178		1,618		1,334		1,246		356		4,401	
2000	7,103		4,861		1,143		1,066		761		194		3,652	
2001	6,719		5,919		1,055		1,679		1,231		289		4,997	
Number of Disputed Claims Received by OWCA Offices														
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma				
1997	605	436	717	682	487	591	591	758	747	505				
1998	570	463	837	679	507	579	579	773	705	634				
1999	507	466	728	1,284	548	911	660	737	794	462				
2000	510	464	734	1,280	553	896	664	741	798	463				
2001	601	363	624	563	738	754	723	930	989	434				
Number of Mediations Held by OWCA Offices														
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma				
1997	452	405	549	441	408	614	540	537	587	380				
1998	433	378	492	404	456	601	435	491	659	361				
1999	456	398	473	670	422	667	522	609	588	373				
2000	325	227	521	848	554	530	486	479	531	358				
2001	377	488	636	801	592	645	646	685	695	354				
Number of Decisions Rendered by OWCA Offices														
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma				
1997	155	88	75	138	86	78	132	203	150	112				
1998	102	10	121	170	122	66	171	233	127	146				
1999	66	119	74	120	128	85	163	258	140	93				
2000	19	63	73	72	121	38	99	144	97	37				
2001	54	146	124	117	196	111	123	143	124	93				
Number of Settlements Approved by OWCA Offices														
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma				
1997	202	180	205	126	266	387	170	247	166	97				
1998	190	174	182	123	261	398	157	223	81	114				
1999	432	302	489	379	533	499	412	524	529	302				
2000	376	176	390	297	535	404	349	424	476	225				
2001	568	445	543	374	641	487	454	587	580	318				
Number of Trials Held by OWCA Offices														
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma				
1997	148	88	97	97	131	54	195	223	129	117				
1998	113	110	106	112	184	77	165	238	131	126				
1999	82	123	87	125	133	88	194	258	120	124				
2000	123	202	203	210	289	156	368	431	226	218				
2001	99	162	159	174	240	151	172	215	128	179				
Number of Appeals Filed by OWCA Offices														
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma				
1997	35	35	56	37	38	21	50	48	47	32				
1998	28	24	53	28	46	40	47	44	92	28				
1999	23	27	43	27	32	45	43	47	36	33				
2000	45	46	88	49	67	69	78	78	70	58				
2001	17	13	41	26	31	34	47	32	9	39				

AN OVERVIEW OF OWCA SECTIONS' ACTIVITIES, 1997-2001

MEDICAL SERVICES (Section # 2)									
Year	Medical Reimbursements			Independent		Utilization Review		Special Reimbursement Consideration Appeal Request (Outlier)	
1997	97			859		141		144	
1998	81			802		192		159	
1999	125			664		173		115	
2000	54			744		175		99	
2001	56			604		158		117	
Estimated Amounts for Hospital Outlier (Special Reimbursement)									
Year *	Hospital Outlier Cases			Billed Amounts		Recommended Reimbursements		Estimated Savings	
1999	115			\$1,140,979.34		\$413,254.20		\$838,836.14	
2000	99			\$2,445,394.70		\$602,331.15		\$1,843,063.55	
2001	116			\$4,506,901.48		\$669,234.35		\$3,772,471.12	
Estimated Amounts for Medical Reimbursement Disputed Claims									
Year *	Disputed Claims			Billed Amounts		Recommended Reimbursements		Estimated Savings	
1999	125			\$131,664.05		\$44,483.96		\$68,335.74	
2000	54			\$345,060.70		\$249,070.60		\$95,990.10	
2001	56			\$341,928.38		\$132,928.38		\$238,475.51	
RECORDS MANAGEMENT (Section # 3)									
Year	Forms Processed			Requests for Forms, Brochures & Publications			Records Requests		
1997	95,552			27,650			3,534		
1998	85,760			27,599			3,764		
1999	72,667			13,681			4,120		
2000	69,464			11,970			4,794		
2001	48,302			2,431			3,774		
SECOND INJURY BOARD (Section # 4)									
Year	Claims Received	Claims Closed	Decisions Rendered	Claims Pending	Ongoing Claims	Total Assessments	Total Reimbursements of Claims	Total Administrative Costs	
1997	1,491	1,042	1,200	3,398	2,000	\$27,224,755	\$27,445,254	\$527,406	
1998	1,337	1,601	1,689	109	2,205	\$26,630,114	\$24,842,321	\$323,059	
1999	1,482	1,195	1,257	101	2,184	\$28,946,923	\$30,131,000	\$587,777	
2000	1,237	935	905	3,324	2,324	\$29,000,000	\$31,707,847	\$427,970	
2001	1,188	1,199	422	3,370	2,588	\$33,142,382	\$28,095,790	\$503,095	
WORKERS' COMPENSATION FRAUD CLAIMS (Section # 5)									
Year	Investigations Initiated	Investigations Completed	Referrals to Legal & Civil Penalties	Referrals for Prosecution	Arrests & Prosecutions	Referrals for U.I. Fraud	Convictions	Percent of Investigations Completed	
1997	3,045	2,524	21	10	8	19	8	82%	
1998	3,207	2,692	26	20	14	14	8	84%	
1999	3,705	2,981	27	40	7	9	11	80%	
2000	3,163	2,496	33	32	16	9	9	79%	
2001	2,922	2,672	3	21	10	8	6	94%	
WORKPLACE SAFETY (Section # 6)									
Year	Clients Assisted	Facility/On site Inspections	Seminars, Training & Speaking Engagements	Number of Safety & Health Hazards Identified	Number of Serious Health Hazards Identified	Consultation Inquiries	Onsite Visits Conducted	Requests Received for Services	
1997	10,977	268	1	?	?	?	?	?	
1998	7,826	287	9	1,692	1,571	?	136	93	
1999	5,767	276	40	2,655	2,379	?	332	107	
2000	8,654	200	9	1,903	1,622	710	479	267	
2001	22,245	576	12	1,983	1,786	783	576	459	

* Data not available for Estimated Amounts for Hospital Outlier and Estimated Amounts for Medical Reimbursement Disputed Claims 1997 - 1998

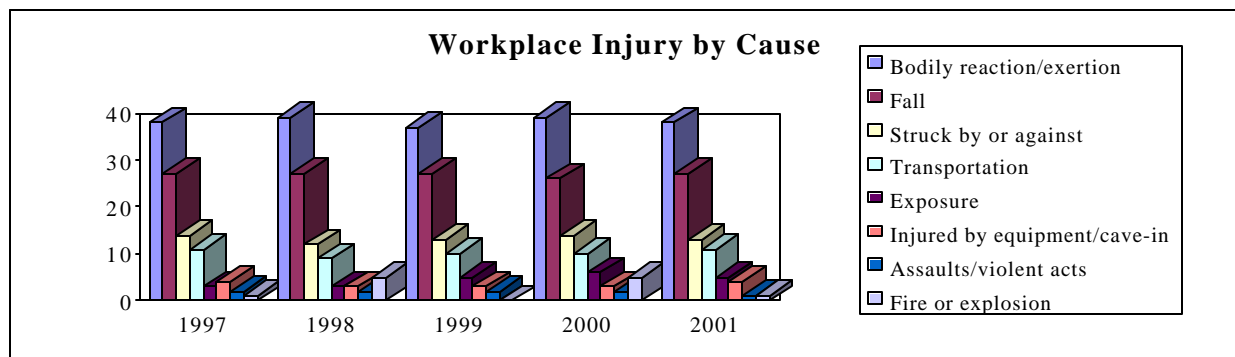
? Data not available for Workplace Safety 1997 - 1999.

STATISTICAL SUMMARY

The OWCA conducted an analysis of 5,845 disputed claims that were closed in 2001. The purpose of this analysis was to identify workplace injury by cause. The results are reported below.

Workplace Injury by Cause, 1997-2001

Cause of Injury	1997	1998	1999	2000	2001
Bodily reaction/exertion	38	39	37	39	38
Fall	27	27	27	26	27
Struck by or against	14	12	13	14	13
Transportation	11	9	10	10	11
Exposure	3	3	5	6	5
Injured by equipment/cave-in	4	3	3	3	4
Assaults/violent acts	2	2	2	2	1
Fire or explosion	1	5	0	0	0



SPECIAL TOPICS

Electronic Technologies

In the past seven years, the OWCA has been devoted to technical innovation and has given its customers access to better and more accurate information. In 2001, the OWCA:

- created a specific portal on the LDOL's website (www.LAWWORKS.net), which enabled customers to obtain more accurate information more quickly. The office updated software and continued excellent hardware maintenance.
- provided information pertaining to the OWCA Sections' activities.
- expanded its specific site to include the quarterly safety report (form 1017-A) that identifies employers who are experiencing above-average injuries for their industry classification. This form is self-calculating for the whole year.
- improved the electronic filing system for submitting OWCA reporting forms. The system has been upgraded to allow the filing of a form with an attachment. The office continues to recruit carriers, health care providers and self-insured groups to participate in the electronic filing system.
- implemented mediations via teleconferencing, to alleviate the expense and inconvenience of traveling to OWCA offices when the disputed issues may be resolved without a face-to-face meeting.
- initiated the conversion from microfilm-based files to an electronic imaging system for processing workers' compensation records.
- launched its electronic fund transfer (EFT) options on the LDOL website, which enabled customers to have online access to the Second Injury Fund Claim status.

The OWCA hopes to implement a pilot project of video-conferencing hearings and depositions. Video-conferencing will provide greater access to the adjudication process for disputed workers' compensation claims. As with the teleconferencing already implemented, it would permit persons needing to make appearances to avoid traveling to OWCA offices by allowing them to have their testimony relayed via two-way video to Workers' Compensation Judges. Appearances may include trials, pre-trials, hearings and possibly live testimony or depositions. Convenient sites would include statewide vocational technical schools, law offices and health-care providers' facilities. In addition to reducing the need to travel, video-conferencing will also provide greater access to OWCA services for their customers.

Closed Workers' Compensation Claims Reported by Year of Injury, 1998-2001

This portion of the annual report previews one of the research projects conducted by the OWCA in 2001 at the request of a customer.

The study shows the majority of workers' compensation costs in a given year are impacted by prior year claims.

The statistics were sorted by the year that the injury occurred, the number of claims filed, total indemnity benefits paid, total medical expenses paid, and total lump sum settlements paid. Both disputed and undisputed closed claims were included in this project.

CLOSED WORKERS' COMPENSATION CLAIMS REPORTED BY YEAR OF INJURY, 1998-2001

Closed Workers' Compensation Claims Reported in 1998 by Year of Injury 1996-1998						
Year of Injury	Number of Indemnity Claims	Total Indemnity Costs	Number of Medical Claims	Total Medical Expenses	Number of Lump Sum Settlements	Total Lump Sum Settlements
1996	962	\$11,452,651	1,931	\$20,548,109	345	\$6,488,977
1997	3,191	\$14,243,400	4,972	\$26,761,900	352	\$4,736,753
1998	4,659	\$7,767,493	5,483	\$14,866,140	71	\$882,471
Closed Workers' Compensation Claims Reported in 1999 by Year of Injury 1996-1999						
Year of Injury	Number of Indemnity Claims	Total Indemnity Costs	Number of Medical Claims	Total Medical Expenses	Number of Lump Sum Settlements	Total Lump Sum Settlements
1996	421	\$8,988,901	944	\$13,054,861	168	\$5,257,845
1997	810	\$12,038,165	1,804	\$20,060,373	330	\$6,832,381
1998	2,774	\$11,893,855	5,033	\$26,738,494	374	\$3,875,069
1999	4,280	\$6,500,472	5,376	\$13,811,199	95	\$871,504
Closed Workers' Compensation Claims Reported in 2000 by Year of Injury 1996-2000						
Year of Injury	Number of Indemnity Claims	Total Indemnity Costs	Number of Medical Claims	Total Medical Expenses	Number of Lump Sum Settlements	Total Lump Sum Settlements
1996	231	\$7,946,485	513	\$11,186,128	142	\$10,047,930
1997	384	\$9,564,111	809	\$13,962,252	222	\$8,162,073
1998	740	\$10,615,163	1,508	\$17,476,097	410	\$11,369,447
1999	2,624	\$11,721,437	3,976	\$22,909,078	442	\$5,953,664
2000	3,670	\$5,655,006	3,336	\$8,422,455	82	\$644,022
Closed Workers' Compensation Claims Reported in 2001 by Year of Injury 1996-2001						
Year of Injury	Number of Indemnity Claims	Total Indemnity Costs	Number of Medical Claims	Total Medical Expenses	Number of Lump Sum Settlements	Total Lump Sum Settlements
1996	144	\$4,564,580	283	\$5,820,153	62	\$3,362,227
1997	183	\$4,963,000	378	\$7,400,767	82	\$7,309,491
1998	291	\$5,954,519	553	\$10,779,912	126	\$4,260,563
1999	649	\$8,396,086	1,194	\$16,247,907	271	\$6,415,872
2000	2,159	\$9,163,335	3,141	\$18,404,960	258	\$3,534,935
2001	2,041	\$3,559,040	1,994	\$5,831,700	60	\$379,427

STATEWIDE DISTRICT DIRECTORY

Baton Rouge Administrative Office

CHIEF JUDGE SHERAL KELLAR
OFFICE OF WORKERS' COMPENSATION
P.O. Box 94040
1001 North 23rd Street
Baton Rouge, Louisiana 70804-9040
TELEPHONE: (225) 342-7970
TELEPHONE: (800) 201-2499
FAX: (225) 342-4790

District 1W

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Vacant
9234 Linwood
Shreveport, Louisiana 71106
TELEPHONE: (318) 676-5331
TELEPHONE: (800) 209-7173
FAX: (318) 676-5332

District 1E

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Camelia Antie
1908 Stubbs
Monroe, Louisiana 71201
TELEPHONE: (318) 362-3078
TELEPHONE: (800) 209-7321
FAX: (318) 362-3083

District 2

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Jeanette Dodge
3727 Government Street, Suite 114
Alexandria, Louisiana 71302
TELEPHONE: (318) 487-5966
TELEPHONE: (800) 209-7329
FAX: (318) 487-5967

District 3

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Deborah Gibson
751 East Bayou Pines, Suite Q
Lake Charles, Louisiana 70601
TELEPHONE: (337) 491-2331
TELEPHONE: (888) 768-8745
FAX: (337) 491-2325

District 4

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Norene Fusilier
556 Jefferson St., First Floor
Lafayette, Louisiana 70501-6947
TELEPHONE: (337) 262-1057
TELEPHONE: (800) 209-7174
FAX: (337) 262-1106

District 5

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Martha Mayhall
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Baton Rouge, Louisiana 70801
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TELEPHONE: (800) 209-7175
FAX: (225) 219-4377

District 6

OFFICE OF WORKER'S COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Helen Rhodes
19374 North Third Street
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TELEPHONE: (888) 575-6149
FAX: (985) 871-1264

District 7

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Ken Dupre
2150 Westbank Expressway, Suite 403
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TELEPHONE: (800) 209-7162
FAX: (504) 361-6843

District 8

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Christine Melford
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District 9

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Al Boudreaux
8026 Main Street, Suite 404
Houma, Louisiana 70360-3407
TELEPHONE: (985) 857-3775
TELEPHONE: (800) 262-1497
FAX: (985) 857-3781